

Dealer Procedure Document

Covid-19

Cooke Howlison Ltd

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Summary

As the country moves out of Level 4 (lockdown), we need to ensure our customers & staff are front of mind when we shift to Level 3. Level 3 will mean new ways of doing business, no customers on site. We will need to focus on new ways to pick up & drop off customer vehicles, mobile payment facilities and more ways to operate online. This document serves as a starting point to help you navigate some strange new times.

This document has been split into the following sections:

- Staff & Facilities
- Sales Department
- Service Department
- Parts Department
- External contractors

On the following pages is the breakdown from the Government around the levels of risk and their meanings.

Level	Risk Assessment	Range of Government Measures <i>(can be applied locally or nationally)</i>	Our Recommendations for Dealers
<p>Level 4</p> <p><u>Eliminate</u> Likely that disease is not contained</p>	<ul style="list-style-type: none"> • Sustained and intensive transmission • Widespread outbreaks 	<ul style="list-style-type: none"> • People instructed to stay at home • Educational facilities closed • Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics) and lifeline utilities • Rationing of supplies and requisitioning of facilities • Travel severely limited • Major reprioritisation of healthcare services 	<ul style="list-style-type: none"> • Dealership will be closed unless servicing essential business customers vehicles • All other staff will be based at home working remotely where possible • Workshop is closed, with the exception of providing the 'essential service's a level of support during lockdown if required. • Where support cannot be done remotely, any essential service provider staff will be rostered on and on call in order to meet customer demand • The MOH guidelines should be followed (i.e 2metre rule & washing of hands) • Workshop Manager to sanitize all equipment before and after each shift, following an equipment checklist i.e. tools, computers, beam setters. Preferably, each staff member to have their own assigned equipment. • Each staff member to use PPE (each staff member to have their own sets) including bacterial wipes and sanitize <i>every vehicle worked on</i> before hand over (incl. keys, steering wheel, gear lever etc.) • Staggered breaks for all staff

Level	Risk Assessment	Range of Government Measures (can be applied locally or nationally)	Our Recommendations for Dealers
<p>Level 3</p> <p>Restrict</p> <p>Heightened risk that disease is not contained</p>	<ul style="list-style-type: none"> Community transmission occurring OR Multiple clusters break out 	<ul style="list-style-type: none"> Travel in areas with clusters or community transmission limited Affected educational facilities closed Mass gatherings cancelled Public venues closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, amusement parks) Alternative ways of working required and some non-essential businesses should close Non face-to-face primary care consultations Non acute (elective) services and procedures in hospitals deferred and healthcare staff reprioritised Businesses can open premises, but cannot interact with customers 	<ul style="list-style-type: none"> Dealership can be open with primary purpose to offer workshop services to customers Office and Showroom staff should continue to work from home remotely. Where support cannot be done remotely, the MOH guidelines should be followed (i.e 2metre rule & washing of hands) A delegated staff member to sanitize all equipment before and after each shift, following an equipment checklist i.e. tools, computers, beam setters. Preferably, each staff member to have their own assigned equipment. Each staff member to use PPE (preferably, each staff member to have their own sets) including bacterial wipes and sanitize <i>every vehicle worked on</i> before hand over (keys, steering wheel, gear lever etc.) Split/staggered times for lunch and breaks for individuals. Each individual to sanitize lunch area after usage (including door handles). Contactless parts delivery with courier (leave on parts on shelves) Usage of PPE when receiving parts from courier (i.e wear gloves). No sharing a vehicle with team members i.e going to and from yard or off-site pick-ups/deliveries Allocate more “isolated” jobs to team members that are “higher risk” Display hygiene information in the appropriate areas of workshop to ensure safety, Including staff coming into the workshop (signs and marked lines) no face to face interaction. Some staff are working from home and any business is being conducted online or by phone.

Level	Risk Assessment	Range of Government Measures <i>(locally or nationally)</i>	Our Recommendations for Dealers
<p>Level 2</p> <p><u>Reduce</u> Disease is contained, but risks of community transmission growing</p>	<ul style="list-style-type: none"> • High risk of importing COVID-19 OR • Uptick in imported cases OR • Uptick in household transmission OR • Single or isolated cluster outbreak 	<ul style="list-style-type: none"> • Entry border measures maximised • Further restrictions on mass gatherings • Physical distancing on public transport (e.g. leave the seat next to you empty if you can) • Limit non-essential travel around New Zealand • Employers start alternative ways of working if possible (e.g. remote working, shift-based working, physical distancing within the workplace, staggering meal breaks, flexible leave arrangements) • Business continuity plans activated • High-risk people advised to remain at home (e.g. those over 70 or those with other existing medical conditions) 	<ul style="list-style-type: none"> • Some staff are training online with information available • Outside of staff sign in document for Contact Tracing (i.e. Tyres, Signage, Air-con). • Dealerships fully open to the public and most staff back full time or split shift rostered. • MOH guidelines should be followed (i.e 2metre rule & washing of hands) • Dealerships must enforce no more than 100 people in the entire premise at one time. • Ensure that high-risk people do not enter the facility. • Record the contact information and time of all people accessing the premises. • Ensure your premises have extensive signage and information regarding precautions for managing COVID-19. • Ensure your premises have an up to date cleaning schedule and adequate provisions to facilitate good hygiene practises. (Especially high traffic areas and bathrooms, kitchen facilities and plant (vehicles and countertops etc), • Ensure any staff are properly briefed on all information regarding precautions for managing COVID-19. • All events should be risk assessed and reviewed to determine if they will proceed. Decisions made on a case by case basis. • All face to face meetings and external activities should be risk assessed and reviewed to determine if they will proceed. Decisions made on a case by case basis – DEMOs /deliveries • Split shift work • A delegated staff member to sanitize all equipment before and after each shift, following an equipment checklist i.e. tools, computers, beam setters.

			<ul style="list-style-type: none"> • Each staff member to use PPE including bacterial wipes and sanitize <i>every vehicle worked on</i> before hand over (keys, steering wheel, gear lever etc.) • Split/staggered times for lunch and breaks for individuals. • Individually sanitize lunch area before the next staff member (including door handles. • Contactless parts delivery with courier (leave on parts on shelves) Usage of PPE when receiving parts from courier (i.e wear gloves). • Avoid sharing a vehicle with team member i.e going to and from yard • Allocate more “isolated” jobs to team members that are “higher risk” • Display hygiene information in the appropriate areas of workshop to ensure safety, including staff coming into the workshop (signs and marked lines) avoid face to face interaction. • Some staff are working from home and any business is being conducted online or by phone. • Outside of staff sign in document for Contact Tracing
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Level	Risk Assessment	Range of Government Measures <i>(locally or nationally)</i>	Our Recommendations for Dealers
<p>Level 1</p> <p><u>Prepare</u> Disease is contained</p>	<ul style="list-style-type: none"> • Heightened risk of importing COVID-19 OR • Sporadic imported cases OR • Isolated household transmission associated with imported cases 	<ul style="list-style-type: none"> • Border entry measures to minimise risk of importing COVID-19 cases applied • Contact tracing • Stringent self-isolation and quarantine • Intensive testing for COVID-19 • Physical distancing encouraged • Mass gatherings over 500 cancelled • Stay home if you're sick, report flu-like symptoms • Wash and dry hands, cough into elbow, don't touch your face 	<ul style="list-style-type: none"> • Dealerships fully open to the public and most staff back full time or split shift rostered • Ensure the MOH guidelines are followed (i.e 2 metre rule) when working in the office • Staff to stay at home if unwell and advise manager of their conditions • Dealerships must enforce no more than 100 people in the entire premise at one time. • Record the contact information and time of all people accessing the premises. • Ensure your premises have extensive signage and information regarding precautions for managing COVID-19. • Ensure your premises have an up to date cleaning schedule and adequate provisions to facilitate good hygiene practises. (Especially high traffic areas and bathrooms, kitchen facilities and plant (vehicles and countertops etc), • Ensure any staff are properly briefed on all information regarding precautions for managing COVID-19. • All events should be risk assessed and reviewed to determine if they will proceed. Decisions made on a case by case basis. • All face to face meetings and external activities should be risk assessed and reviewed to determine if they will proceed. Decisions made on a case by case basis – DEMOS /deliveries • A delegated staff member to sanitize all equipment before and after each shift, following an equipment checklist i.e. tools, computers, beam setters. • Each staff member to use PPE including bacterial wipes and sanitize <i>every vehicle worked on</i> before hand over (keys, steering wheel, gear lever etc.) • Physical distancing encouraged

			<ul style="list-style-type: none">• Individually sanitize lunch area before the next staff member (including door handles)• Contactless parts delivery to be assessed• Allocate more “isolated” jobs to team members that are “higher risk” to be assessed• Display hygiene information in the appropriate areas of workshop to ensure safety, face to face interaction to be assessed• Outside of staff sign in document for Contact Tracing• Staff stay home if sick, report flu-like symptoms
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Staff & Facilities:

Staff & Facilities Policy / Procedure review:

Staff

- How many of your team can work from home?
- Are you able to do split shifts? 13-hour days for 3 days a week?
- If someone has flu / cold symptoms is it crystal clear they need to stay home?
- Do you have high-risk employees? (previous health conditions / age)
- Can you have split lunch breaks? Who will look after sanitizing lunch areas after use?
- If your team have company cars, sometimes these get used for customer demonstration. Ideally this won't be the case, but if required the staff member will need to ensure all surfaces are wiped down when they get to work each morning. Consider establishing a usage & cleaning log for all dealership vehicles in use – company cars, demo's, used vehicles
- Having two people in a car should only happen when absolutely necessary
- Focus on washing hands for 20s +. Its proven washing hands is more effective than hand sanitizer

Facilities

- Contact registry (shown below) – **this is a must**
- Only accepting cashless payments (cards & pay wave only). Sterilizing wipes for the machine, or disposable plastic cover
- Increase levels of cleaning at the dealership
- Turning off wait room coffee machine, removing cups etc
- Adjusting the waiting area:
 - Move seats apart?
 - Can you make more than one waiting area?
 - Removing all reading material
- Availability of Hand sanitizer for Staff & Customers
- Updating Health and Safety manual (maybe insert this document)
- Have available PPE for customers if they want
- Have appropriate hygiene notifications clearly visible at your dealership

Policy if a staff member / staff member's family shows flu symptom:

- Any employee who has cold or flu like symptoms, e.g. a cough, fever, shortness of breath, sneezing, runny nose should stay home and seek medical advice by calling their GP or Healthline on 0800 358 5453.
- If a family member or someone living in the same house of an employee shows flu like symptoms, the affected person needs to be cleared by their GP or Healthline before the employee can return to work.

Policy regarding use of the lunch area:

- Lunch room is approximately 25 square meters in size
- Before entering the staffrooms, employees must wash their hands.
- There will be sanitation stands set up with wipes and or sanitation spray at the entry to the staff lunch areas.
- Employees will be expected while we are in the COVID-19 Alert Level system to bring their own coffee cups and eating utensils to work each day are responsible for cleaning them.
- They can be kept in the employee's locker or in the staffroom.
- Employees will be divided into small groups (no greater than 5 at a time) for morning tea, lunch and afternoon tea.
- In shared toilet areas, only one employee is to be in there at a time.

Process if a staff member or close contact tests positive with Covid-19:

- Any employee who is a confirmed or suspected case of COVID-19¹ must remain off work until cleared by a health professional.
- Any employee who is a close contact of a confirmed or suspected case of COVID-19 and who is required to, must self-isolate for 14 days and advise their manager immediately.

At risk staff (staff with prior health conditions) policy:

- Any employee who is in a Covid-19 high risk group^{Error! Bookmark not defined.}, or has a household member in a high risk group, and who is concerned about returning to work should discuss their concerns with their manager.
- All Management are required to contact all staff prior to return to work to identify those staff that are in a high-risk group. These staff will need a medical certificate to not return to work under Level 3. These staff will remain at home until the risk is reassessed based on Alert Level 2.

Physical distancing arrangements:

- Any desk or seating arrangements where staff are within 1 metre of another staff member, will need to be rearranged or moved.
- If this cannot be achieved, the use of split shift is to be considered and implemented if needed.
- Staff gatherings or meeting are to be conducted in larger areas such as the showroom, (which will not be in use under Level 3), to ensure appropriate social distancing.

¹ As defined by the Ministry of Health

Demo vehicles – Sanitation and cleaning log policy and processes:

- Any Service loan vehicle and demonstrator vehicle will be sanitized **[Refer Vehicle Sanitation-Prescribed Process] prior to an upon completion of each use.
- Use of Autoplay -Vehicle sanitation log can ensure groomers sign of on sanitation of all demo vehicles, and minimal contact for test drive/ demo logging and sign off by customers of terms and conditions.
- Use out Autoplay iPad stands for this purpose.
- Stands to be sterilised between each use.

Workforce split policy:

- The physical size of each dealership site allows for physical distancing to be applied, without the requirement to split the workforce and not exceed the 100 people on site requirement.
- Based on outstanding bookings, we believe there will be adequate through put for the for aftersales team to return immediately, however this will be monitored and adjusted based on productivity levels.

Sanitizing protocols of staff workstations:

- Technicians will be required to spray their tools with antibacterial spray at the end of each day, employees must wear gloves and these are to be changed after every job and placed in the bin.
- Technicians must also wash their hands after each job for 20 seconds with soap and hot water.
- Office staff are to frequently clean their work areas, especially counters and EFTPOS terminals, and other high-touch surfaces.
- ****Note** contactless payment has been initialised at all site EFTPOS terminals, however aftersales interactions are to be in the first instance “Click & Collect”.
- Customers will have a designated area to drop off & collect their vehicle without entering the premises, and without any physical contact to staff.
- Communication to customers will be published outlining these processes for drop-off, invoicing and payment, and return or collection of their vehicle.

Contact register policy:

- All employees will be required to “sign in” on the contact register each morning. This will be the responsibility of all departments, managers from each department will assign one person to be in charge of this for their department.
- When moving between dealerships, employees are required to sign out of one dealership and sign in at the other they are visiting.
- **Everyone** that comes onto Cooke Howlison sites **MUST** report to reception, to be registered (even the courier dropping off packages 3 times a day).
- ****[CONTACT REGISTRY ATTACHED]**. This is in EXCEL form to ensure no contact.
- These will be managed by reception staff.

Sales Department:

Sales Department Policy / Procedure review:

Test Drives

- Drop vehicle off at the customers house for test drive
- Only the customer gets in the car for the test drive
- Sanitising of cars pre & post test drive
 - o Handles, Window switches, radio & A/C Controls, Steering Wheel, Gear Knob, Keys
 - o Establish a vehicle usage & cleaning log for each vehicle
- Get customer to place license down on surface & sales person takes photo
- Do the vehicle walk around from a distance, for the interior have the customer sit inside the vehicle & have the window down

Customer consultation:

- Can this be done over the phone or email?
 - o Review how your team act & operate over phone & email
 - o Set appointments to manage number of people on premise
- Try not to be in a small room
 - o How does this affect your Business Manager?
- Reduce clutter on desks down to the bare essentials
- Have hand sanitising readily and visually available

Showroom / Yard:

- This is still a very important part of the sales process however we need to ensure the right mix of interaction and distancing
- For interior functions have the customer sit in the driver's seat with window down and advise on operations.
- When vehicles need to be signed for, have a box of pens for customers to take a pen themselves. Customer to take pen away with them.
- Off-site deliveries – does the driver have the correct PPE and equipment to wipe down vehicle at drop off

- Keep doors locked to reduce interior interaction
- Sales people to be responsible for wiping down showroom cars more often (roster sales people)
- Do you need to distance sales people? (2 metre rule)
- When receiving stock from the vehicle carrier, make sure the driver & company are listed in the register and which vehicles were dropped off.

Test Drive Policy:

- *Primary contact and prospecting activities will be completed by sales staff via phone, email, and other digital means.
- If a test drive is arranged with a prospect, this can only occur without direct physical contact between the sales staff member and the customer.
- The vehicle is to be prepared / sanitised by the sales team- **[Refer Vehicle Sanitation Process]. Use of Autoplay iPads for test drive registration and acknowledgement of terms and conditions.
- iPad is to be wiped down with sanitation materials between each use.
- Sales Staff can have the customer sit in the driver's seat with the window down, and explain the functions of the vehicle while practising social distancing measures.
- Upon completion of the test drive, the customer is to remain outside the dealership in the vehicle for any further explanation of features.
- Vehicle to be sanitised after each contact/ test drive **[Refer Vehicle Sanitation Process].

*(Subject to further advice from MTA/ MIA)

Process for sanitizing test-drive vehicles:

- **[Refer Vehicle Sanitation Process].
- Use of Autoplay- can ensure groomers sign off on sanitation of all demo vehicles, and minimal contact for test drive/ demo logging and sign off by customers of terms and conditions.
- Use of Autoplay- iPad stands for this purpose. Stands to be sterilised between each use.

How will you reduce the amount of physical time with the customer but still maximise sales experience?

Under COVID-19 Alert Level 3, Primary sales contact with customers' needs to be contactless, via computers, zoom, email, phones etc.

Social distancing in the showroom and work space sanitation:

- Sales staff are to frequently clean their work areas, especially counters and EFTPOS terminals, and other high-touch surfaces.
- Our showrooms are large enough to allow the sales teams physical distancing.
- Clear desk policy remains in place for all sales desks.

Level 3 Showroom and yard vehicle policy:

- Under Alert Level 3 we do not believe customers will be able to access yard or showroom display of vehicle stock.
- Any customer contact with vehicles will be by appointment as per test drive policy.
- Staff will be able to show vehicles to customers via video call or other digital means.

Sales- Customer registry policy:

- This will be the responsibility of all departments, managers from each department will assign one person to be in charge of this for their department.

- Everyone that comes onto Cooke Howlison sites need to be registered (even the courier dropping off packages 3 times a day).
- Contact details for every vehicle that is serviced, and every person who is in contact with that vehicle, (even if the vehicle is collected and returned), must also be recorded on the contact registry.
- Delivery driver details will need to be recorded on the contact registry for all new vehicles dropped off by vehicle carrier.

Vehicle hand-over policy:

- Vehicles for delivery / handover to be sanitised [Refer Vehicle Sanitation Process].
- Vehicles for handovers will be parked in designated handover area, (outside the showroom), with keys in the vehicle.
- Vehicle handover, explanation of controls to be conducted as per Test Drive Process.
- Any gifts (such as a bottle of wine) to be wiped down with sanitation products and left in the vehicle.

Off-site delivery policy:

- We cannot offer this service under COVID-19 Alert Level 3, as our sales team member has to get back to the dealership safely and staff are not permitted to share a vehicle.

Service Department:

Service Department Policy / Procedure review:

Service Reception	<ul style="list-style-type: none">- Over the course of Level 3 and 2, have the Service Manager sign the RO- Email through a copy of the RO for customers to have on file- No longer accept cash, if no card ask customer to do bank transfers- Removing customer coffee facilities / cups / tea / water- Removing reading material- Clearly display Guest Wifi details- Place tape on the ground to display distancing rules for customers- Have sanitizer on counter tops visually available for customers- Remove all 'clutter' from work areas, only essential items on desks- How do you manage a new vehicle pick up & drop off process?- Adding customer to contact register, update any info you don't have on file
Workshop	<ul style="list-style-type: none">- Ensure technicians maintain distancing rules – do they have everything they need nearby to do their job?- Use a fresh pair of gloves for every job- Sanitize all tools prior to work- Can you establish a pick-up/drop off offering?- Can you operate quick service?<ul style="list-style-type: none">o If so this reduces the amount of time customers will be in your dealership- Can you establish a mobile servicing offering?- Sanitizing of loan vehicles, before & after use. Do you have the right equipment to do this quickly?- Do you have enough and the correct PPE?
Grooming	<ul style="list-style-type: none">- Continue to wash the outside of vehicles- Do you now switch from vacuuming vehicles to doing an interior sanitize?- Groomers to wear gloves and dispose gloves between jobs
Warranty	<ul style="list-style-type: none">- Do your warranty team need to be working in the dealership?- Can they reduce their hours at the dealership and do some from home?

Service customer vehicle pick up and drop off policy:

- We will be offering vehicle pick up's, one staff member will drive a demo car to the site, have contactless handover of customer vehicle and keys for example the keys left in letterbox.
- The demo car will remain at the customers site, but not for the customers use. (Keys retained by staff).
- PPE including gloves, disposable seat covers, and face mask to be worn by vehicle collection staff.
- Customer vehicle to be sanitised prior to driving back to dealership by collection staff *[Refer Vehicle Sanitation Process]
- The employee will drive the customers car back to the Workshop, and after the service will return the car, (complete sanitation process) and return to work in the demo vehicle.
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Pick up and drop off staff procedures:

- Employees' will be wearing gloves, and have disposable seat covers, to use in the customers vehicle, when they return to work the seat cover and gloves go into the bin and the employee will wash their hand for 20 seconds with soap and hot water.
- (Refer to process as above)

Policy for contactless payments:

- Cooke Howlison is committed to keeping our customers happy.
- We will be sending invoices via email and providing bank account details for internet banking.
- We have PayWave option available.
- We can take credit card payment over the phone.

Service Vehicle Groom Policy:

- [Refer Vehicle sanitation process document]
- After vehicles have been groomed, they will be sprayed in their high touch areas with antibacterial spray, and wiped clean before the customer arrives.

Technician tool sanitization policy:

- All Technicians will spray their tools at the end of each day with the antibacterial spray provided.

When tools are shared:

- Technicians will spray their tools before and after if sharing, and that is the same rule for the tools in the tool rooms.

Sublet/ Outwork contact tracing policy:

- The Contact Registry will be used to trace contact of customer vehicles with any outside suppliers.

Customer vehicle sign-in process:

1. Customer vehicles will be parked in the designated drop off area.
2. Keys are to be dropped in the key drop box.
3. Staff will record the details of the vehicle and customer on the contact registry [Refer attached Contact Registry]

Level 3 Customer waiting area policy:

- Removal of tea / coffee, magazines.
- Customer lounges will be closed while under COVID-19 Alert Level 3.

Parts Department:

Parts Department Policy / Procedure review:

Inwards Goods	<ul style="list-style-type: none">- Keep a register of inwards parts, who dropped them off & who made contact- Wipe down / spray all potential contact points- Maintain contactless delivery- Wear appropriate PPE
Warehousing	<ul style="list-style-type: none">- Some parts areas are quite tight, make sure there is only 1 person in the parts storage area at a time- Limit the amount of people who are allowed to enter (Parts staff only)- Wear appropriate PPE- Reduce clutter, clean up area and wipe down as you go
Retail Sales	<ul style="list-style-type: none">- Heavily reduce counter sales if possible, preferred method would be contactless delivery- Make sure customers are signed into register- No cash payments- Email documentation to customer- Wipe down parts before handover- If you have a retail parts counter have hand sanitizer clearly available
Workshop Sales	<ul style="list-style-type: none">- Don't allow technicians into parts area- Make use of Parts bins for jobs (pre-pick jobs)- Treat as contactless delivery where possible- Wipe down parts before hand over- Wipe down parts before handover- If you have a retail parts counter have hand sanitizer clearly available
Trade Sales	<ul style="list-style-type: none">- If you have someone who does the majority of their work for trade / Parts Trader – can they work from home?- Contactless delivery service- Ensure register is keep of all drop off- Wipe down parts before dispatch

**Inwards goods process management and what new actions do they need to take:
(Maintaining the register, wiping down goods)**

- Management will nominate one person to manager inwards goods.
- They will wear gloves while unpacking the parts.
- All delivery drivers will need to be added to the contact register.
- We have the space for employees to maintain the 2-meter physical distance. No physical changes will be required.
- One employee at a time is to enter the smaller parts storage areas.
- Service Technicians are not to enter the parts departments.

Measures to reduce contact between parts and service?

- We run pre-pick bins for service.
- All further parts requests from the workshop we occur through the back counter with the glass window closed and physical distancing measure in place.
- Once parts are ordered, they will be prepared for collection in a bin and left for the technician to collect.
- All staff will be wearing gloves.

Retail Sales counter policy:

- Under COVID-19 Alert Level 3 we will not operate face to face retail parts sales. We can offer contactless pick up or deliveries, with contactless payments.

External Contacts:

External contractor policy:

- All External contractors coming onto site while we are under the Alert Level System, will have to make appointment times.
- They will report to reception or the department manager, who will make sure all the correct paperwork is filled out and has been emailed back.
- The manager will check they have appropriate PPE for keeping themselves and our employees safe.
- They will have to be signed in and out of the contact register by the employee in charge of this.

After hours policy:

- We will not have contactors onsite after hours, unless it is deemed essential.
- *Note cleaning / sanitation contractors will resume operation after hours to reduce number of people on-site or contact.
- We will be asking for the contractors to fill out the (COVID Declaration for Contractors] form attached.